

Patient Matching: Week One

<i>First Call</i>	
<i>Timeline</i>	By Friday, April 10 th
<i>Expectations</i>	<ul style="list-style-type: none">• Make contact & establish a relationship• Establish best times to talk• Ask baseline questions• Answer any questions
<i>What to send in</i>	<ul style="list-style-type: none">• Pre-test questionnaire

Call Script

My name is ____, and I'm a volunteer Hypertension Peer Educator. I was given your name by your primary care provider, who thought you might benefit from having someone help you move toward your hypertension goals. I'm hoping I can help you set some realistic goals, answer questions, and encourage you. If I don't know the answer, I'll reach out to our team to find out. I will be contacting you every _2_ week(s) over the next 3 months to check and see how you're doing. How would you feel about that?

First off, is now a good time to talk?

- *If not, when is the best time for us to talk? Day _____ Time _____*

I would like to ask you a few questions to use as a starting point and see what you'd like to get out of this program. Is that okay?

- [Ask questions from baseline questionnaire and document their answers](#)

Are there any questions I can help you answer?

Thank you for speaking with me today. I'll follow up with you in about 2 weeks to see how you're doing and help you identify a goal to work on. Feel free to reach out to me if you have any questions. My contact info is _____.

[Send in baseline questionnaire to ambquality@gmh.edu](mailto:ambquality@gmh.edu)

Baseline Questions

1. What concerns do you have about your high blood pressure?
2. What numbers do you look for to know if your blood pressure is high?
3. What do you currently do to control your blood pressure?
 - a. Prompts: Taking meds, Diet, Exercise, Etc.
4. What goals do you have regarding maintaining your blood pressure?

5. What kind of information resources would help you learn how to better control your blood pressure? *Some examples are listed below but allow the patient to respond before offering these as suggestions*
 - a. Pamphlets or information on healthy eating
 - b. Recipes
 - c. Blood pressure cuff
 - d. BP log or pill box
 - e. Online resources?
6. What area(s) would you like me (your peer educator) to focus on during the next couple of months? *Give your patient time to think and answer the question before making any suggestions*
 - a. Prompts: Taking meds, Diet, Exercise, Etc.
7. What questions can I answer now?
8. Terminate Call

Thank you for talking to me today/this evening. I will call you on (Repeat the agreed upon date and time). Set a reminder on your phone or calendar so that you don't forget.

Notes

Dr. Fleurant is available all day Saturday. Email him at mfleura@emory.edu.